

Job Description

Job Title:	Adults Services Manager
Responsible to:	Chief Executive
Salary:	£35,000 – £39,000 pro rata
Pension:	3% employer contribution
Hours:	28 hours per week
Based:	The DAAC Teddington

Introduction

Ruils is a charity that supports disabled adults, people with long term health and mental health conditions to live independently, be part of their community and to live life to the full. We provide information, advice, practical support, befriending and accessible activities to our clients and their families. We enable individuals to have choice and control over the way in which they get their support.

The Adult Services Team Manager is one of 3 team Managers reporting to our Chief Executive. Services include Direct Payment Support across Richmond and Wandsworth, Befriending and Community Activities and a Benefits and Housing Advice and Information service. We constantly research and develop services to meet the identified needs of the community and this role would suit someone who wants a good level of autonomy to develop new ideas. The Adults Services Manager works alongside our Children's Team Manager and our Social Prescribing and Community Development Manager, supported by Finance, Fundraising and Campaigns and Communications Managers.

Purpose of Post

1. To be responsible for the management of the Direct Payment Support Service in Richmond and Wandsworth, including recruitment, payroll and managed account services.
2. To be responsible for the promotion and management of the support services provided to clients who self-fund.
3. To be responsible for the research and development of adult services in Richmond and Wandsworth.
4. Oversee promotion, monitoring and delivery of the CILS, Pathways and Counselling services.
5. Provide / oversee supervision, performance evaluation and general support for adult staff teams.
6. To be responsible for adult safeguarding and health and safety across the organisation.

Key Duties

Management of Direct Payment Support Service

1. Oversee the management of Direct Payment Support Service across Richmond and Wandsworth Boroughs.
2. Provide support to the DP Project Manager to resolve complex DP management issues e.g. staff management, use of DP, legal aspects of direct employment.

3. Support and ensure the Project Manager in their work with the local authority to set targets for the project, monitor performance against these targets and identify and resolve any issues that arise.
4. Ensure the DP Project Manager collates information for invoicing purposes.
5. Ensure that timely, accurate and concise reporting of operational performance and other information as required by commissioners and the Ruils Board of trustees is delivered on time.
6. Work with the Ruils training coordinator to ensure staff have sufficient training and resources to be able to deliver services to a high standard.
7. Monitor the staffing and resourcing of the services and work with the DP Project Manager to implement appropriate changes that anticipate fluctuations in client demand and contractual requirements.
8. Provide supervision, support and conduct appraisal of the Direct Payment Project Manager
9. Work with the DP Project Manager and the CEO on new DP projects and funding applications as required.

CILS, Pathways and Counselling Teams

1. Oversee and manage the delivery of the Community activity, Befriending, Pathways and Counselling services.
2. Work with the CILS partners to ensure that the service is meeting the targets set by the Local authority.
3. Provide timely, accurate and concise reporting of operational performance and other information as required by commissioners/ funders and the Ruils Board of trustees.
4. Responsible for ensuring active promotion of the services to potential and existing clients and stakeholders and to ensure representation of Ruils at networking events.
5. Ensure staff have sufficient training and resources to be able to deliver services to a high standard.
6. Monitor the staffing and resourcing of the services and implement appropriate changes that anticipate fluctuations in client demand and contractual requirements.
7. Responsible for the recruitment, selection and induction of new or temporary staff.
8. Work with the team to ensure that they are delivering a high quality service.
9. Provide supervision, support and performance evaluation of the CILS, Pathways and Counselling teams.
10. Work with CEO and Fundraising Manager to ensure projects are fully funded and demand is well managed.
11. Achieve and maintain AQS accreditation for Pathways service.

General Responsibilities

1. Responsible for ensuring safeguarding policies and principles are upheld across Adult Teams.
2. Responsible for Health and Safety across the organisation.
3. First Aid Officer for Ruils.

Ruils Culture

At the heart of Ruils is good people. We believe in mutual respect where we value everyone's strengths and celebrate our differences and imperfections. We all support a collaborative 'us' mentality where we share our knowledge for the benefit of our colleagues and clients.

Our culture is underpinned by clear, honest and transparent communication at all levels. We are all committed to creating an organisation that supports our personal and professional lives, but can still be a fun and sociable place to work.

We all passionately believe in the same vision for Ruils and our clients - supporting people to become valued, effective and independent members of society. We will achieve this through open collaboration as a team and an empathetic approach to our clients.

For us all to grow and flourish we are committed to creating a supportive, caring and kind environment for every member of our team. We will do this by trusting our colleagues and acting with the utmost integrity and accountability with everyone we come in to contact with. We are all committed to the success and growth of Ruils and appreciate this will be achieved through being flexible and accessible in our approach to work and by supporting each other to reach our full potential.

Finally, we know that it is the people at Ruils that make the difference. We will encourage and welcome like-minded people to the team who share, and are committed to our values.

It is necessary for all employees to be flexible, and all employees may be required from time to time to perform other duties that may be required by the employer to provide effective services to clients and to ensure the efficient running of the organisation.

General

The post-holder is expected to work in line with the Ruils' policies and procedures including health and safety, confidentiality, safeguarding adults and children, and equal opportunities and diversity. In carrying out their duties the post-holder should endeavour to maximise the opportunity for disabled and older people to be independent and to create opportunities that enable them to reach their full potential.

It is necessary for all employees to be flexible, and all employees may be required from time to time to perform other duties that may be required by the employer to provide effective services to individuals and to ensure the efficient running of the organisation. Evening and occasional weekend work will be required for which Time Off in Lieu will be given in accordance with Ruils' current policies.

The post-holder will:

- Positively promote the work of Ruils including preparing publicity and promotional material;
- Be self-servicing and will maintain efficient files and records and record on the Ruils database;
- Attend monthly staff meetings;
- Attend personal supervision and appraisal meetings;
- Attend and contribute to Planning Days and Events as and when required;
- Undertake any training necessary to improve performance;
- Comply with all relevant legislation.

Special requirements:

Ability to travel within the London borough of Richmond and Wandsworth

Some attendance at meetings and events outside of normal office hours will be required.

Person Specification – Adult Services manager

	Essential	Desirable
Education, Vocational Training & Qualifications	Degree level calibre or equivalent	
Experience	<ol style="list-style-type: none"> 1. Equivalent of 2 years' experience of managing projects and/or services including setting targets & managing performance. 2. Experience of managing and motivating staff teams to produce work of a high standard. 3. Experience of managing contracts and working to Key Performance Indicators. 4. Experience of strong, effective team leadership 5. Understanding and experience of quality management systems e.g. ISO, AQS, Investors in People. 	<ul style="list-style-type: none"> • Experience of providing or managing staff delivering Direct Payment Support and recruiting and managing Personal Assistants • Experience of solving problems of a complex nature. • Experience of advising, enabling and supporting disabled adults, the elderly and people with long term health and mental health conditions. • Experience of creating and managing budgets. • Experience of working with multi-disciplinary teams • Experience and understanding of HR and payroll functions
Knowledge & Understanding	Understanding of the Social Model of Disability & how it can be applied in an every day session.	Knowledge of the Direct Payments legislation, the Personalisation Agenda
Skills & Abilities	<ol style="list-style-type: none"> 6. Ability to lead and motivate a team with differing skills and experience. 7. Ability to predict, manage & over-see fluctuating demand for services. 8. Ability to problem-solve. 9. Ability to work on own initiative and with minimum day to day supervision. 10. Excellent communication and interpersonal skills. 11. Good personal planning and organisational skills. 	

	<p>12. Excellent IT skills, particularly in Microsoft Office Outlook, Word, Excel and use of the internet.</p> <p>13. Flexible, responsive, able to multitask and good prioritising skills</p>	
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